

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.
Serial No. : 10/645,438
Filed : August 21, 2003
For : Management of queues in contact centres
Examiner : Chea, Philip J.
Art Unit : 2153
Confirmation No. : 7992
Attorney Docket No. : 920673-94702

RESPONSE TO OFFICE ACTION OF OCTOBER 9, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of October 9, 2007, the Applicants make the following amendments and remarks: